widex Flash™
easy listening

User's instructions
The Flash Series

FL-19
Behind-the-ear

WIDEX®
high definition hearing

The hearing aid, earmould and accessories shown in these user's instructions may not look the same as the ones you have. We furthermore reserve the right to make any changes considered necessary.

Hearing aids and their accessories should not be disposed of with normal household waste. Please consult your national Widex distributor for advice on how to dispose of your hearing aid.

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Your new Flash hearing aid

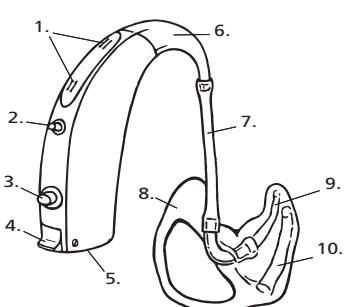
Thank you for choosing a Widex hearing aid. Flash is a hearing aid that allows you to be part of the process of tailoring the sound to your individual hearing loss and lifestyle requirements.

We recommend that you read the entire booklet to get full satisfaction from your new Flash hearing aid.

We hope you will be pleased with your new Widex hearing aid.

Flash (FL-19)

1. **Microphone openings**, where the sound enters the hearing aid.
2. **Volume control** is available in some Flash models. It makes it possible to fine tune the automatically adjusted loudness.
3. **Program button**, which allows you to choose between different listening programs.
4. **On/off switch**.
5. **Battery drawer** with a nail grip for easy opening.
6. **Earhook** – non-detachable.
7. **Plastic tubing**.
8. **Earmould**.
9. **Sound outlet**.
10. **Relief vent** for aeration of the ear canal.



The battery

Battery type

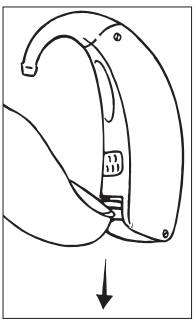
The recommended battery type for your Flash hearing aid is:

Zinc Air battery type 13

To obtain replacement batteries, please consult your hearing care professional. Please note the expiry date and the recommendations regarding disposal of used batteries on the battery pack. To ensure proper battery function, do not use batteries past the expiry date. Because they are Zinc Air type batteries, they need air to work. Therefore, do not remove the adhesive tab until just before inserting the battery in the hearing aid. Once the tab has been removed, the battery will start functioning after a few seconds. The battery life will depend on a number of factors, such as the setting of your hearing aid, how many hours you use it daily and the listening environments in which you use it.

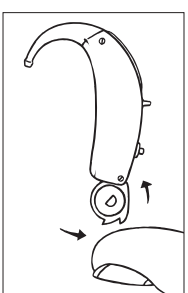
Inserting the battery

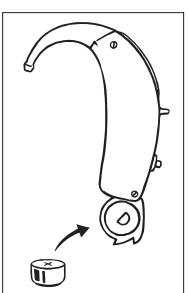
Before inserting a new battery in your hearing aid, remember to remove the adhesive tab. Do not use batteries on which there is a sticky residue from the tab or other unwanted substance.

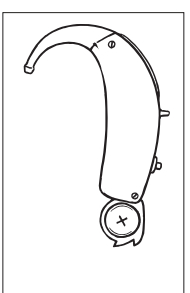


Push the nail grip downwards to swing open the battery drawer. The nail grip is located on the opposite side of the on/off switch at the bottom of the hearing aid.

The plus (+) sign of the battery must face upwards. If the battery drawer does not close easily, the battery is incorrectly inserted.





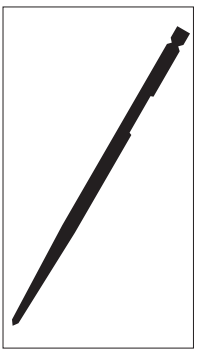


Changing the battery

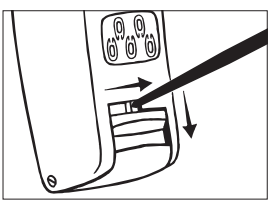
If you hear four rapid beep-tones while wearing your hearing aid, it is an indication that the battery is nearly exhausted. Once the battery is totally exhausted, the hearing aid will be completely silent. Exactly how long the hearing aid will function after the beep-tones varies from one case to another. We recommend that you always have a spare battery with you.

For adjustment of the beep-tone level or disabling of the function, please consult your hearing care professional.

Never leave an exhausted battery in the hearing aid. Exhausted batteries may leak, which could damage the hearing aid. When changing batteries, it is a good idea to hold the hearing aid over a table or a carpet, in case you drop the hearing aid or battery.

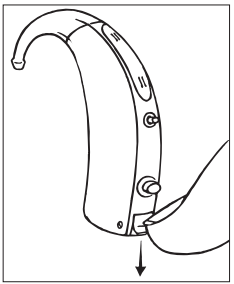


The hearing aid can be provided with a battery drawer lock, if required. This is a particularly good idea if the hearing aid is worn by a child. A special tool for opening the lock will be included when ordering the lock (see the drawing).



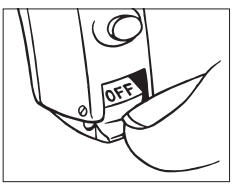
You open the lock by pushing it to the right and then downward with the tool in one movement as illustrated.

Turning the hearing aid on and off



The battery drawer is placed at the bottom of the hearing aid. The battery drawer also functions as the on/off switch.

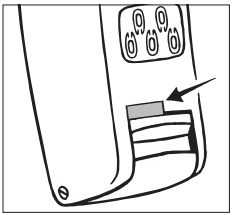
The hearing aid is turned on when the switch is pushed upwards, and off when the switch is pushed downwards.



The word “OFF” is clearly visible on the switch when the hearing aid is turned off.

Please remember to switch the hearing aid off when it is not in use. Remove the battery if the hearing aid will not be used for several days.

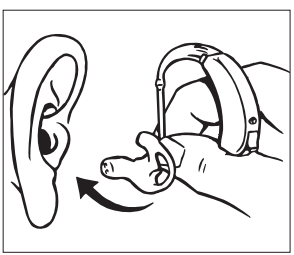
Right/left identification

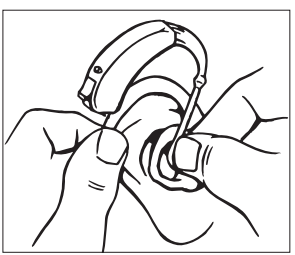


If you wear hearing aids on both ears, your hearing care professional can put coloured marks on your hearing aids so you can easily see which is for the right ear and which is for the left ear (red mark = right and blue mark = left).

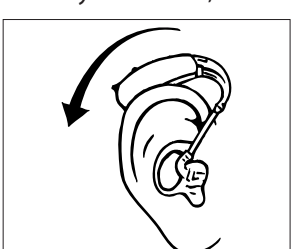
Placing Flash in/on the ear

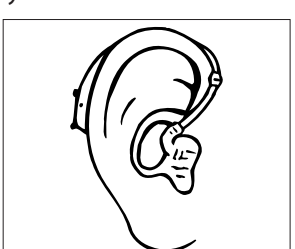
Insert a battery in your hearing aid. First insert the earmould in the ear canal while holding the lower part of the tubing. It may also help to pull the outer ear backwards and upwards with the opposite hand.





Once the earmould has been inserted, you place the hearing aid behind the ear, so that the hook rests comfortably on the ear, close to your head.





Possible settings when turning on your hearing aid

Your hearing aid can be set to start up in two different ways: In the standard start-up setting your hearing aid may whistle slightly while you insert the earmould in the ear. An alternative is a setting where the hearing aid actively suppresses whistling while the earmould is being inserted in the ear. Together with your hearing care professional you can choose the start-up setting that suits your needs best.

Removing Flash

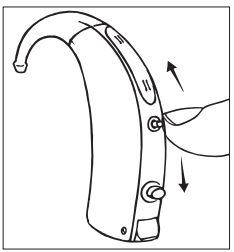
Turn off your hearing aid before removing it. First remove the hearing aid from its position behind the ear. Carefully pull the earmould out of the ear canal, while holding the lower part of the tubing. If it is difficult, it may help to try to move the earmould carefully from side to side while pulling it out. It may also help to pull the outer ear backwards and upwards with the opposite hand.

Automatic adjustment of loudness

Flash adjusts loudness automatically in accordance with your sound environment. Several thousand times per second, Flash analyses the surroundings and tailors its sound accordingly. With Flash you do not have to think about adjusting the volume – it happens quite automatically.

Important: If the volume in your hearing aid is too loud or too weak, or if the reproduced sounds are distorted, or you would like any further information, consult your hearing care professional.

Fine tuning loudness



Your hearing aid may be provided with a volume control, shaped like a small lever. Push the lever upwards to raise the automatically set volume. Push the lever downwards to lower the volume. Use short touches for minor corrections of the volume. Faster adjustments are obtained by keeping the lever pressed for some seconds.

Each time you operate the volume control, you will hear a beep-tone. For modification of the beep-tones or disabling of the beep-tone function or volume control, please consult your hearing care professional.

Any adjustment of the volume setting will be cancelled when your hearing aid is turned off.

Listening programs

Your Flash hearing aid may be provided with up to four listening programs optimised for different listening situations. Your hearing care professional can help you select the programs that are of use to you. If your needs change over time, the combination of listening programs can be changed. In these user's instructions, the hearing care professional can list the listening programs that are available in your hearing aid (see page 20). You can choose from the following programs:

Flash Master: This listening program is Flash's standard program. In the Master program all the automatic functions of the hearing aid work to optimise audibility, speech intelligibility and comfort in all listening situations.

Acclimatisation program: This listening program has the same features as the Master program, but provides slightly less amplification. The listening program is ideal if this is your first hearing aid and you want to become used to all the new sounds gradually.

Music: This listening program is ideal for listening to music.

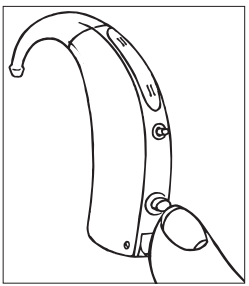
TV: This listening program is ideal for listening to the TV.

M+T: In this listening program you listen via the hearing aid microphone (M) and the telecoil (T). This listening program allows you to listen to a specific sound source and still hear surrounding sounds.

T: In this listening program you listen via the telecoil (T) and not via the microphone (M) in the hearing aid. The telecoil can only be used where a loop system is installed. Activating this program allows you to listen to a specific sound source and shut out surrounding sounds.

Listening program form

Program	Chosen programs:	Application:
1.		
2.		
3.		
4.		



Switching between the listening programs

You can switch between the programs by using the program button on the back of the hearing aid. If you do not want to use the program button, you can consult your hearing care professional to have it disabled.

Each time you switch to another program, you will hear beep-tones. The beeps tell you which program you have chosen;

- Program 1: One brief beep
- Program 2: Two brief beeps
- Program 3: Three brief beeps
- Program 4: One long and one brief beep

The number of different beeps depends on how many programs you - together with your hearing care professional - have chosen to have in your hearing aid. The selected listening programs are numbered 1-4.

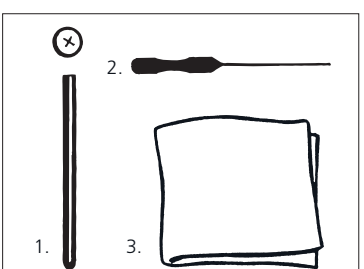
If you – in consultation with your hearing care professional – decide on other combinations of programs later, these can be written on the blank forms found at the back of these instructions.

Keeping Flash clean

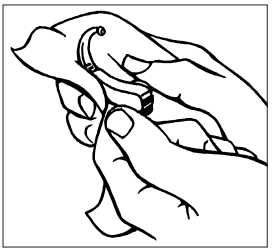
Cleaning accessories

The following accessories are available for your hearing aid:

1. **Battery magnet** to facilitate insertion of the battery into the battery drawer.
2. **Wax removing tool** for cleaning the relief vent opening and the earmould sound bore.
3. **Soft cloth** for drying and cleaning the hearing aid.



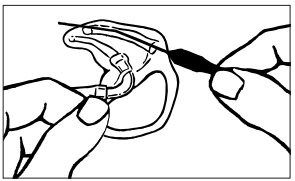
Contact your hearing care professional if you need additional supplies of accessories.



The hearing aid

Never wash your hearing aid with water, cleaning solutions or other liquids. Instead, clean your hearing aid with a dry soft cloth after use.

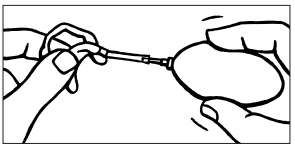
When the hearing aid is not in use, it is a good idea to leave the battery drawer open, so as to ventilate the hearing aid and allow it to dry.



The earmould

Make sure that your earmould is clean and free of earwax and moisture. If it is plugged, clear the openings with a wax removing tool (see illustration).

Disconnect the earmould from the tubing at least once a week and wash the earmould in lukewarm water. Rinse the earmould thoroughly and allow it to dry overnight.



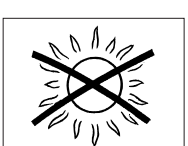
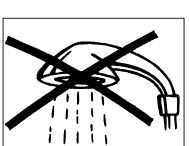
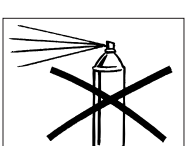
If there is still moisture in the earmould the next time you want to use the hearing aid, use a small blower or the like to blow it dry. Never use alcohol or other cleaning solutions to clean your earmould.

If your earmould tubing becomes slack, stiff, yellow or cracked, replace the tubing. For further supplies of tubing consult your hearing care professional.

Caring for your hearing aid

With proper care, your hearing aid will give you years of reliable service. Here are some things you can do to prolong the life of your hearing aid:

- Switch your hearing aid off when it is not in use. Should you not use it for several days, take out the battery to avoid battery leakage.
- Treat your hearing aid as the valuable object it is: with care. When your hearing aid is not in use, keep it in its case in a cool, dry location where it cannot be reached by children or pets.
- When not in use, do not expose your hearing aid to extreme temperatures or high humidity.
- In environments with high humidity, a Widex drying kit may be used daily to reduce the amount of moisture inside the hearing aid. See the instructions enclosed with the Widex drying kit.

- Do not wear your hearing aid in the shower or swimming, or when using a hair dryer, hair spray, or other sprays.
- Never try to open or repair the hearing aid yourself.
- Do not wear your hearing aid during x-ray, MR scans, CT scans, short-wave diathermy, or similar radiation treatments and never place your hearing aid in a microwave oven. These are some of the types of radiation that can damage your hearing aid. Radiation from, for example, room surveillance equipment, burglar alarms and cellular telephones is weaker and will not damage your hearing aid.
- Widex hearing aids are not certified for use in mines or other areas with explosive gases.

Good advice

- The use of hearing aids increases the risk of accumulation of earwax. Contact your physician/ENT doctor if you suspect that a plug of earwax has accumulated in your ear. Earwax may not only reduce your own hearing but also the effect of the hearing aid considerably. It is a good idea to ask your physician to clean your ears a couple of times a year.
- Please be sure to keep your hearing aid and its accessories out of the reach of children, who might place them in their mouths. Also keep batteries out of children's reach and discard used batteries carefully. Do not change batteries in front of children and do not let them see where you keep your supply.
- Never put a battery in your mouth for any reason as you may risk swallowing it. In case of ingestion, contact your physician immediately.

- The hearing aid is made of modern non-allergenic materials. Still, in rare cases skin irritation can occur. If you notice skin irritation in or around your ear or ear canal, contact your hearing care professional.
- Please be aware that the use of any type of hearing aid/earmould may involve a slightly increased risk of infection in the ear canal. An infection can arise as a result of inadequate ventilation of the ear. Therefore, we recommend that you take out your hearing aid/earmould at night to allow the ear canal to be ventilated. Make sure that you clean and inspect your hearing aid/earmould as required. If an infection occurs, you should disinfect your hearing aid/earmould and seek medical advice. Contact your hearing care professional for further advice on methods of disinfection. Do not under any circumstances use alcohol, chlorine or similar substances to clean your hearing aid/earmould.

Accessories

Audio input

Your Flash hearing aid can be furnished with an audio shoe. This allows direct connection to different kinds of accessories (FM and CROS/Bi-CROS systems), as well as external audio equipment (radio, TV, etc.). In this way the sound from, for example, a radio or a speaker provided with an FM microphone can be sent directly into your hearing aid.

With an audio shoe connected to the hearing aid, one or more of your standard listening programs are replaced by dedicated audio programs.

In the form on the next page, your hearing care professional can make a note of the audio programs you have access to and where they are located. When you attach the audio shoe, the hearing aid automatically switches to an audio program (see page 33). If you then wish to switch to one of the other programs, you must use the program button on the hearing aid. As soon as you remove the audio shoe, the usual program order is re-established (see page 20).

Program	Program order with audio shoe
1.	
2.	
3.	
4.	

Important: If your hearing aid is connected to equipment which is connected to the electrical mains, this equipment must meet the safety requirements stated in the international standard IEC 60065.

Do not connect the hearing aid to sockets that are labelled with one or more of the following symbols:

For more information on the use of audio input consult your hearing care professional.

FM systems

An FM system is an assistive listening device that can be used as an accessory for Flash. The FM system makes it easier to understand speech in difficult listening situations. The FM system from Widex is called SCOLA.

The FM system consists of a small radio transmitter with a microphone placed near the speaker and a small radio receiver clicked onto Flash via an FM shoe. The operating range is approx. 15 metres depending on the surroundings. As the SCOLA system is wireless, both the listener and the speaker have full freedom of movement within the specified range.

For help to determine whether you could benefit from an FM system, please consult your hearing care professional.

In case of malfunction

Before contacting your hearing care professional, please follow the advice below:

If the hearing aid is dead, it could be because:

- *The instrument is not turned on.* Make sure the battery drawer, which functions as the on/off switch, is pushed all the way upwards and that the word "OFF" is not visible on the switch.
- *The battery is dead or does not work*. Insert a new battery. Make sure the battery is inserted correctly and that the battery drawer is closed correctly.
- *The sound outlet of the earmould is blocked.* Blockage of the sound outlet of an earmould is often caused by earwax. Clean the blocked sound outlet.

If the hearing aid volume is not powerful enough, it could be because:

- *The battery is nearly exhausted*. Insert a new battery. Make sure the battery is inserted correctly and that the battery drawer is closed correctly.
- *The sound outlet of the earmould is blocked.* Blockage of the sound outlet of an earmould is often caused by earwax. Clean the blocked sound outlet.
- *Your ear is blocked by earwax*. Contact your ENT doctor/physician.

- *Your hearing may have changed*. Contact your hearing care professional.

If the hearing aid whistles continuously, it could be because:

- *Your ear is blocked by earwax*. Contact your ENT doctor/physician.
- *The tubing is broken*. Replace the tubing.
- *The tubing is yellow and stiff*. Replace the tubing.
- *The tubing often comes off the earmould or hearing aid hook*. Replace the tubing.
- *The hook or elbow is cracked*. Contact your hearing care professional.
- *The earmould is not correctly placed in your ear canal*. Take the earmould out and reinsert it. It is important that the earmould is placed correctly in your ear canal.
- *The earmould fit is too loose*. Contact your hearing care professional.

If the hearing aid performs intermittently, it could be because:

- *The on/off switch is dirty*. Push the switch back and forth a couple of times.

Listening program form

Program	Chosen programs:	Application:
1.		
2.		
3.		
4.		

Listening program form

Program	Chosen programs:	Application:
1.		
2.		
3.		
4.		

CE 0459

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